
Printed by EAST

UserID: TDixon

Computer: WS09790

Date: 01/21/2002

Time: 11:30

Status: Path 1 of [Dialog Information Services via Modem]

Status: Initializing TCP/IP using (UseTelnetProto 1 ServiceID pto-dialog)
Trying 3106900061...Open

DIALOG INFORMATION SERVICES

PLEASE LOGON:

***** HHHHHHHH SSSSSSSS?

Status: Signing onto Dialog

ENTER PASSWORD:

***** HHHHHHHH SSSSSSSS? *****

Welcome to DIALOG

Status: Connected

Dialog level 01.12.27D

Last logoff: 16jan02 13:00:00

Logon file405 22jan02 14:09:13

*** ANNOUNCEMENT ***

--Connect Time joins DialUnits as pricing
options on Dialog. See HELP CONNECT for
information.

--SourceOne patents are now delivered to your
email inbox as PDF replacing TIFF delivery.
See HELP SOURCE1 for more information.

--Important news for public and academic
libraries. See HELP LIBRARY for more information.

--Important Notice to Freelance Authors--
See HELP FREELANCE for more information

NEW FILES RELEASED

***TEME - Technology and Management (File 95)

***NewsRx Weekly Reports (File 135)

***TRADEMARKSCAN-Japan (File 669)

***Financial Times Fulltext (File 476)

UPDATING RESUMED

***Delphes European Business (File 481)

RELOADED

***CLAIMS/US PATENTS (Files 340, 341, 942)

***Kompass Middle East/Africa/Mediterranean (File 585)

***Kompass Asia/Pacific (File 592)

***Kompass Central/Eastern Europe (File 593)

***Kompass Canada (File 594)

***CANCERLIT (File 159)

***D&B - Dun's Market Identifiers (516)

***Information Science Abstracts (File 202)

New document supplier

IMED has been changed to INFOTRIE (see HELP OINFOTRI)

>>>Get immediate news with Dialog's First Release
news service. First Release updates major newswire
databases within 15 minutes of transmission over the
wire. First Release provides full Dialog searchability
and full-text features. To search First Release files in
OneSearch simply BEGIN FIRST for coverage from Dialog's
broad spectrum of news wires.

>>> Enter BEGIN HOMEBASE for Dialog Announcements <<<

>>> of new databases, price changes, etc.

<<<

COREFULL is set ON as an alias for 15,9,623,810,275,624,636,621,813,16,160,148,20.
COREABS is set ON as an alias for 77,35,593,65,2,233,99,473,474,475.
COREALL is set ON as an alias for COREFULL,COREABS.
SOFTFULL is set ON as an alias for 278,634,256.
EUROFULL is set ON as an alias for 348,349.
JAPOABS is set ON as an alias for 347.
HEALTHFULL is set ON as an alias for 442,149,43,444.
HEALTHABS is set ON as an alias for 5,73,151,155,34,434.
DRUGFULL is set ON as an alias for 455,129,130.
DRUGABS is set ON as an alias for 74,42.
INSURANCEFULL is set ON as an alias for 625,637.
INSURANCEABS is set ON as an alias for 169.
TRANSPORTFULL is set ON as an alias for 80,637.
TRANSPORTABS is set ON as an alias for 108,6,63.
ADVERTISINGFULL is set ON as an alias for 635,570,PAPERSMJ,PAPERSEU.
INVENTORYABS is set ON as an alias for 8,14,94,6,34,434,7.
BANKINGFULL is set ON as an alias for 625,268,626,267.
BANKINGABS is set ON as an alias for 139.
HEALTHALL is set ON as an alias for COREFULL,COREABS,HEALTHFULL,HEALTHABS.
INSURANCEALL is set ON as an alias for COREFULL,COREABS,INSURANCEFULL,INSURANCEABS.
RESERVATIONALL is set ON as an alias for COREFULL, COREABS.
OPERATIONALL is set ON as an alias for COREFULL,COREABS,INVENTORYABS.
TRANSPORTALL is set ON as an alias for COREFULL,COREABS,TRANSPORTFULL,TRANSPORTABS.
ADVERTISINGALL is set ON as an alias for COREFULL,COREABS,ADVERTISINGFULL.
SHOPPINGALL is set ON as an alias for COREFULL,COREABS,ADVERTISINGALL,47.
INVENTORYALL is set ON as an alias for COREFULL,COREABS,INVENTORYFULL.
BANKINGALL is set ON as an alias for COREFULL,COREABS,BANKINGFULL,BANKINGABS.
PORTFOLIOALL is set ON as an alias for COREFULL,COREABS,BANKINGALL.
TRADINGALL is set ON as an alias for COREFULL,COREABS,BANKINGALL.
CREDITALL is set ON as an alias for COREFULL,COREABS,BANKINGALL.
FUNDSALL is set ON as an alias for COREFULL,COREABS,BANKINGALL,608.

SYSTEM:HOME

Cost is in DialUnits

Menu System II: D2 version 1.7.8 term=ASCII

*** DIALOG HOMEBASE(SM) Main Menu ***

Information:

1. Announcements (new files, reloads, etc.)
2. Database, Rates, & Command Descriptions
3. Help in Choosing Databases for Your Topic
4. Customer Services (telephone assistance, training, seminars, etc.)
5. Product Descriptions

Connections:

6. DIALOG(R) Document Delivery
7. Data Star(R)

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/H = Help

/L = Logoff

/NOMENU = Command Mode

Enter an option number to view information or to connect to an online service. Enter a BEGIN command plus a file number to search a database (e.g., B1 for ERIC).

?b corefull, coreabs

22jan02 14:09:25 User242933 Session D77.1

\$0.00 0.233 DialUnits FileHomeBase

\$0.00 Estimated cost FileHomeBase

\$0.01 TYMNET

\$0.01 Estimated cost this search

\$0.01 Estimated total session cost 0.233 DialUnits

SYSTEM:OS - DIALOG OneSearch

File 15:ABI/Inform(R) 1971-2002/Jan 19
(c) 2002 ProQuest Info&Learning
File 9:Business & Industry(R) Jul/1994-2002/Jan 18
(c) 2002 Resp. DB Svcs.
File 623:Business Week 1985-2002/Jan 21
(c) 2002 The McGraw-Hill Companies Inc
File 810:Business Wire 1986-1999/Feb 28
(c) 1999 Business Wire
File 275:Gale Group Computer DB(TM) 1983-2002/Jan 21
(c) 2002 The Gale Group
File 624:McGraw-Hill Publications 1985-2002/Jan 22
(c) 2002 McGraw-Hill Co. Inc
File 636:Gale Group Newsletter DB(TM) 1987-2002/Jan 17
(c) 2002 The Gale Group
File 621:Gale Group New Prod.Annou.(R) 1985-2002/Jan 18
(c) 2002 The Gale Group
File 813:PR Newswire 1987-1999/Apr 30
(c) 1999 PR Newswire Association Inc
File 16:Gale Group PROMT(R) 1990-2002/Jan 18
(c) 2002 The Gale Group
File 160:Gale Group PROMT(R) 1972-1989
(c) 1999 The Gale Group
File 148:Gale Group Trade & Industry DB 1976-2002/Jan 18
(c) 2002 The Gale Group
File 20:Dialog Global Reporter 1997-2002/Jan 22
(c) 2002 The Dialog Corp.
***File 20: File 20 has been renamed to Dialog Global Reporter**
File 77:Conference Papers Index 1973-2002/Jan
(c) 2002 Cambridge Sci Abs
File 35:Dissertation Abs Online 1861-2002/Jan
(c) 2002 ProQuest Info&Learning
File 593:KOMPASS Central/Eastern Europe 2001/Sep
(c) 2001 KOMPASS Intl.
File 65:Inside Conferences 1993-2002/Jan W3
(c) 2002 BLDSC all rts. reserv.
File 2:INSPEC 1969-2002/Jan W3
(c) 2002 Institution of Electrical Engineers
File 233:Internet & Personal Comp. Abs. 1981-2002/Jan
(c) 2002 Info. Today Inc.
File 99:Wilson Appl. Sci & Tech Abs 1983-2001/Dec
(c) 2002 The HW Wilson Co.
File 473:FINANCIAL TIMES ABSTRACTS 1998-2001/APR 02
(c) 2001 THE NEW YORK TIMES
***File 473: This file will not update after March 31, 2001.**
It will remain on Dialog as a closed file.
File 474:New York Times Abs 1969-2002/Jan 21
(c) 2002 The New York Times
File 475:Wall Street Journal Abs 1973-2002/Jan 21
(c) 2002 The New York Times

Set Items Description

--- -----
?s ((automatic near call near distributor) and (monitor or monitors or monitoring or track or tracks or tracking or count or counts or counting or counter or accumulate or accumulates or accumulator or accumulating) and (total or totaling or
>>>Possible typing error near end of command
?cumulative or report or reports)
>>>Invalid parameter: UMULATIVE
?s (automatic (w) call (w) distributor) and (monitor or monitors or monitoring or track or tracks or tracking or count or counts or counting or accumulate or accumulates or a ccumulator or accumulating)
Processing
Processed 10 of 23 files ...
Processing
Processed 20 of 23 files ...
Completed processing all files
882179 AUTOMATIC
4376067 CALL
680016 DISTRIBUTOR

2981 AUTOMATIC (W) CALL (W) DISTRIBUTOR
 936275 MONITOR
 338233 MONITORS
 1014187 MONITORING
 1461181 TRACK
 337905 TRACKS
 563615 TRACKING
 924699 COUNT
 260866 COUNTS
 200750 COUNTING
 80517 ACCUMULATE
 15056 ACCUMULATES
 10384 ACCUMULATOR
 36447 ACCUMULATING
 S1 912 (AUTOMATIC (W) CALL (W) DISTRIBUTOR) AND (MONITOR OR
 MONITORS OR MONITORING OR TRACK OR TRACKS OR TRACKING OR
 COUNT OR COUNTS OR COUNTING OR ACCUMULATE OR ACCUMULATES
 OR ACCUMULATOR OR ACCUMULATING)

?s s1 and (total or totals or totaling or cumulative or report or reports) and (call or talk or wait or queue) (w) time

Processing

Processed 10 of 23 files ...

Processing

Processing

Processed 20 of 23 files ...

Completed processing all files

912 S1
 6356852 TOTAL
 162695 TOTALS
 339394 TOTALING
 298532 CUMULATIVE
 5670771 REPORT
 4563324 REPORTS
 4376067 CALL
 1128037 TALK
 655808 WAIT
 78271 QUEUE
 13789189 TIME
 18762 (((CALL OR TALK) OR WAIT) OR QUEUE) (W) TIME
 S2 73 S1 AND (TOTAL OR TOTALS OR TOTALING OR CUMULATIVE OR
 REPORT OR REPORTS) AND (CALL OR TALK OR WAIT OR QUEUE)
 (W) TIME

?type s2/3,ab/all

>>>No matching display code(s) found in file(s): 65, 593, 623-624, 810, 813

2/3,AB/1 (Item 1 from file: 15)
 DIALOG(R) File 15:ABI/Inform(R)
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01908561 05-59553

The modern call center

Riggs, Brian; Thyfault, Mary E

Informationweek n755 PP: 53-68 Oct 4, 1999 ISSN: 8750-6874 JRNL CODE: IWK

WORD COUNT: 3637

consider all

ABSTRACT: The modern call center is begin integrated with other IT systems, letting agents cull information from a variety of databases, Web servers, and legacy systems. The modern call centers is also becoming a nexus for complex customer interaction, with the ability to respond to customers with whatever form of communication they prefer. Companies have found they can cut call-center costs, improve customer service, and boost sales by integrating call-center systems with customer-relationship management platforms, knowledge-management software, and other business and IT systems. American Airlines, for example, is enhancing its call centers by installing Spectrum call-distribution systems from Rockwell Electronic Commerce, call-routing software from Cisco Systems, and AT&T's Intelligent Call Processing service. Network Associates outsources its call center to Sento Corp. Currently, 14% of customer inquiries come in via E-mail, a

figure the company hopes to increase to 40% by the end of the year.

2/3,AB/2 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01818261 04-69252

Centenium XL V. 3.0--EIS International, Inc.

Anonymous

Call Center Solutions v17n7 PP: 112-120 Jan 1999 ISSN: 1521-0774

JRNL CODE: TLM

WORD COUNT: 4870

ABSTRACT: EIS International Inc.'s Centenium XL Version 3.0, an open, client-server application designed to improve call management for inbound and outbound call centers, is reviewed.

2/3,AB/3 (Item 3 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01278815 99-28211

CTI's unsung benefits: Quality transactions, better service, agent empowerment

Tamer, Michael J

Telemarketing & Call Center Solutions v15n1 PP: 32-40 Jul 1996 ISSN:

0730-6156 JRNL CODE: TLM

WORD COUNT: 2029

ABSTRACT: Since the idea of computer-telephony integration (CTI) first emerged, just about everyone in the computer industry has been focused on "screen pops." Vendors and customers have based their applications on the savings in time and money yielded by giving agents caller profile data before they answer the call. After more than a year of experience with CTI under their belts, however, call centers are reporting their call times in many instances have not been decreasing. To the contrary, many CTI users say their calls are longer now than before they implemented CTI. The value of CTI goes far beyond the cost savings associated with screen pops. CTI has given many call centers insight into their business procedures - and their customers - that far outweighs the short-term benefits they originally invested in. CTI can provide a wealth of information that transforms the heart of a business with regards to: 1. customer retention, 2. cross-selling and up-selling to customers, and 3. reducing the number of transactions it takes to complete a task.

2/3,AB/4 (Item 4 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01248046 98-97441

Quality in the call center industry--what we can learn from history

Garelis, Aaron

Telemarketing & Call Center Solutions v14n8 PP: 68-71 Feb 1996 ISSN:

0730-6156 JRNL CODE: TLM

WORD COUNT: 1542

ABSTRACT: It took decades for US manufacturers to fully embrace quality concepts. It was only after customers and entire markets were lost to competitors abroad that the rate of investment in quality significantly increased. As with any business, call centers do not want to wait until their customers have left to consider investing in quality. Fortunately, there are many examples of call centers that have proactively invested in technology to improve the quality of customer service, and as a result have gained advantage over the competition. One of these examples is Bakersfield

Cellular, which provides both residential and business cellular phone service throughout Kern County, California. Bakersfield selected CTI (computer-telephony integration) technology as the tool to help improve overall quality. Within 30 days of implementing CTI, Bakersfield's call abandonment rate decreased from 30% to 10%, and agent productivity increased by more than 50%.

2/3,AB/5 (Item 5 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01091994 97-41388

CTI's introduction to the call center: What it means to you - Part III

Anonymous

Telemarketing v14n2 PP: 66-70 Aug 1995 ISSN: 0730-6156 JRNL CODE: TLM
WORD COUNT: 3388

ABSTRACT: Experts were interviewed regarding CTI and how this new technology may affect the telemarketing industry. Experts included: 1. Steven Cawn, marketing manager, CallPath Software, IBM, 2. Andre Zazzera (manager of CTI services, Aspect Telecommunications), and 3. Michael J. Tamer (president and CEO, Teknekron Infoswitch). Cawn said many of the benefits of CTI are measurable in reduced call duration. CTI is truly a technology that benefits the service provider at the same time it benefits the customer. Zazzera says customer service can be vastly improved, sometimes completely eliminating frustration from business transactions.

2/3,AB/6 (Item 6 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00893634 95-43026

Technology reports facilitate staff coaching

Hochman, David

Telemarketing Magazine v13n1 PP: 38-42 Jul 1994 ISSN: 0730-6156
JRNL CODE: TLM
WORD COUNT: 1174

ABSTRACT: Commonly used telemarketing technologies, such as automatic call distributors (ACD), agent software, and predictive dialers, provide automatic and customizable reporting systems that provide the necessary data to coach telemarketing service representatives (TSR) on winning strategies. These statistics can help point out agents with low productivity and those who are candidates for retraining and alert supervisors to high performers whose techniques may be useful to share with the rest of the team. Some statistics that can be used to improve TSR performance include: 1. ACD efficiency, 2. percentage of time spent on ACD calls and non-ACD calls, 3. number of refused calls, 4. average call duration, 5. average work time, and 6. time percentage spent on breaks.

2/3,AB/7 (Item 1 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
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02595944

The Modern Call Center -- Customer Relationships And Loyalty Take Center Stage

(Customers are increasingly looking for call centers to answer questions and solve problems; companies are enhancing their call centers, integrating them with other IT systems)

Information Week, p 53

October 04, 1999

DOCUMENT TYPE: Journal ISSN: 8750-6874 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

ABSTRACT:

Customers are increasingly looking for call centers to answer questions and solve problems. As a result, companies are enhancing their call centers, integrating them with other IT systems, letting agents cull data from a number of Web servers, databases and legacy systems. Call centers that once only handled telephone calls are integrating E-mail, Web chat, and other media and technology. Automatic call-distribution systems are being asked to do more than just send incoming calls to agents; they are integrated with back-end databases, which enables data about a caller to reach an agent's **monitor** at the same time the call is arriving on the phone. American Airlines is enhancing its call centers by adding Rockwell Electronic Commerce's Spectrum call-distribution systems, Cisco Systems' call-routing software and AT&T's Intelligent Call Processing service. In 1997, around 97% of all business-customer interaction took place via the telephone. In 1999, the percentage will be 60%, falling to 5% by 2003, according to Forrester Research. E-mail interactions were 2% in 1997, but will reach 23% in 1999 and 30% in 2003. Web customer interactions were 1% in 1997, and will be 14% in 1999 and 56% in 2003. The full text further discusses the topic.

2/3,AB/8 (Item 1 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

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02393549 SUPPLIER NUMBER: 61691966 (USE FORMAT 7 OR 9 FOR FULL TEXT)

FORM-FITTING AUTOMATIC CALL DISTRIBUTORS.(Buyers Guide)

BOCCADORO, DIANE

Teleconnect, 18, 4, 46

April, 2000

DOCUMENT TYPE: Buyers Guide ISSN: 0740-9354 LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 5849 LINE COUNT: 00447

ABSTRACT: A Buyers' guide of automatic all distributors (ACDs) is presented. These include integrated ACDs that come as part of a phone system and Proprietary ACDs that are separate from the phone system, but can be packaged with a PBX system or installed later. The choice of the appropriate ACD depends on the desired functionality such as the size of the business, number of seats required and future expansion and type of access the callers my want.

2/3,AB/9 (Item 2 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

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02356297 SUPPLIER NUMBER: 58036871 (USE FORMAT 7 OR 9 FOR FULL TEXT)

THE NEW ABCs OF ACDs.(Technology Information)

YUAN, BETTY

Teleconnect, 17, 12, 52

Dec, 1999

ISSN: 0740-9354 LANGUAGE: English RECORD TYPE: Fulltext; Abstract

WORD COUNT: 4635 LINE COUNT: 00367

ABSTRACT: New PC-based automatic call distributors (ACD) are offering call centers increased flexibility and easier upgrades. Phone system vendors are incorporating ACD capabilities into their products, although add-on ACD products are recommended over integrated devices at this point. The Internet is the primary agent of change in call center operation, adding e-mail, Web access, fax and switched voice capabilities. The call center management software market is expected to triple by 2003, primarily because of the demand for improved customer relations and the need for improved Internet connections. The Web-connected call center software market is expected to reach \$1.6 billion in 2003.

2/3,AB/10 (Item 3 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
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02337513 SUPPLIER NUMBER: 55981639 (USE FORMAT 7 OR 9 FOR FULL TEXT)
The Modern Call Center -- Customer Relationships And Loyalty Take Center
Stage.(Industry Trend or Event)
Riggs, Brian; Thyfault, Mary E.
InformationWeek, 53
Oct 4, 1999
ISSN: 8750-6874 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 3875 LINE COUNT: 00306

ABSTRACT: Responding to customer expectations, companies are enhancing their call centers with new forms of communications and integration with knowledge databases. American Airlines, for example is providing customers with a 'virtual call center' capable of routing callers to any of the company's eight call centers. American also uses interactive voice-response system in its call centers. J.D. Edwards has succeeded in reducing training time of call center agents from six to two weeks with the help of Siemens' ResumeRouting software, which sends only calls that the agents are trained to handle. Companies are also beginning to use e-mail and the Web for customer service.

2/3,AB/11 (Item 4 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
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02301668 SUPPLIER NUMBER: 54764918 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Bright forecast for call centers: PrimeTime Enterprise easily builds
schedules based on skills, preferences.(Blue Pumpkin Software Inc's
PrimeTime Enterprise 1.0)(Software Review)(Evaluation)
Phillips, Ken
PC Week, 16, 22, 39
May 31, 1999
DOCUMENT TYPE: Evaluation ISSN: 0740-1604 LANGUAGE: English
RECORD TYPE: Fulltext; Abstract
WORD COUNT: 829 LINE COUNT: 00073

ABSTRACT: Blue Pumpkin Software's PrimeTime Enterprise provides forecasting capabilities for companies using **automatic call distributor** systems. The software develops helpful schedules based on the work preferences and skill levels of the call center's employees. The employees do not have access to their own files, a significant drawback to the product, but an employee interface will be available in late 1999. This is an excellent tool for maximizing the efficiency of a call center. It makes efficient use of both employees and equipment, offers good reporting features and is easy to set up and use. A basic package for 100 agents costs \$36,000.

2/3,AB/12 (Item 5 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
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02223274 SUPPLIER NUMBER: 21130238 (USE FORMAT 7 OR 9 FOR FULL TEXT)
How to build a small call center.(Telecom Tutorial) (Technology
Information)
Laino, Jane
Teleconnect, v16, n9, p94(3)
Sept, 1998
ISSN: 0740-9354 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 4509 LINE COUNT: 00359

ABSTRACT: Call centers are being set up more frequently because not only have the price for basic uniform call distributor decreased dramatically, but they also improve sales, speed up call handling capabilities, provide better customer relationships, increase efficiency, and maximize staff

productivity. The first step in establishing a successful call center is to know and analyse the type, the nature, and the solution to received and outbound calls made. Finding out what types of calls result in sale is just as important as identifying the caller, how to handle the calls to retain customers, and how to use the information to increase sales or improve relations. The next step is finding the right system at the right budget with functions suitable for the business. Announcement capabilities are one of the important functions of the phones that most people tend to overlook.

2/3,AB/13 (Item 6 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

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02166513 SUPPLIER NUMBER: 20082931 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Hot ACD products. (Automatic Call Distributor hardware and software)

(includes related article on ACDs with drivers that run Spectrum's

wallboards and display panels)(Buyers Guide)

Teleconnect, v15, n12, p64(8)

Dec, 1997

DOCUMENT TYPE: Buyers Guide ISSN: 0740-9354 LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 3842 LINE COUNT: 00313

ABSTRACT: A buyers guide describes 28 software and hardware **Automatic Call Distributor** (ACD) solutions for developing and improving call centers. The products range from AltiGen Communications' AltiServ Computer Telephone System to Voice System Research's AGENT@HOME Windows NT application for telecommuting workers. Each product is briefly described and the information includes the price as well as the vendor's phone number.

2/3,AB/14 (Item 7 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

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01925963 SUPPLIER NUMBER: 18166534 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Everybody needs a call center! (includes product descriptions)(ACDs & Call Sequencers)(Buyers Guide)

Jainschigg, John

Teleconnect, v14, n4, p105(9)

April, 1996

DOCUMENT TYPE: Buyers Guide ISSN: 0740-9354 LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 3743 LINE COUNT: 00296

ABSTRACT: The success of an organization's call-handling operation depends on its hardware and software, and the most important equipment/software component typically is an **Automatic Call Distributor** (ACD) or call sequencer. ACDs function to structure call centers. ACDs **track** information, such as who is busy, who is available and how many people are on hold, managing a call center's operations and maintaining its quality of services. ACDs route inbound calls to appropriate agents and help agents to handle calls. For example, screen pops of customer data can be routed to an agent's desktop. Products take various forms, including ACD modules for general-purpose PBX switches, stand-alone ACDs, PC-based ACDs and Centrex-based ACDs. Trends are described. For example, skills-based routing, incorporated into products such as Siemens Rolm's ResumeRouting, combine IVR front ends with databases of agent skills.

2/3,AB/15 (Item 8 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

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01897831 SUPPLIER NUMBER: 17980356 (USE FORMAT 7 OR 9 FOR FULL TEXT)

ACD software roundup. (Automatic call distributor)(includes related articles on Second City's use of Globe Star Systems' ACD-Star for Norstar

and Rollerblade's use of Telecorp Products' ACD performance software) (Buyers Guide)

Teleconnect, v13, n12, p73(8)

Dec, 1995

DOCUMENT TYPE: Buyers Guide

ISSN: 0740-9354

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 3518 LINE COUNT: 00299

ABSTRACT: The **Automatic Call Distributor** (ACD) applications available from 29 vendors are described. The products range from Affinitec's Analyzer 4 Windows and OnTraQ to Vovadi Communications Systems' optional system software for Digital Key Systems' ACD. Other products include Aurora Systems' FastCall and AT&T's software for the Definity Communications Systems G3V4. Comdial's QuickQ ACD provides smaller businesses with recorded announcements and the ability to screen calls and route them to the appropriate agent. Cybernetics' WorkForce Manager for Windows estimates work volume and staffing requirements. Mitel's Aventura provides a variety of ACD capabilities. Siemens Rolm's ResumeRouting application for the company's 9751 switch locates the best agent to handle call.

2/3,AB/16 (Item 9 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

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01749480 SUPPLIER NUMBER: 16623299 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Call processing: Aspect Telecommunications introduces Network InterQueue.

(Aspect CallCenter feature) (Product Announcement) (Product Announcement)

EDGE, on & about AT&T, v10, n342, p3(1)

Feb 13, 1995

DOCUMENT TYPE: Product Announcement

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 1340 LINE COUNT: 00112

2/3,AB/17 (Item 10 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

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01587399 SUPPLIER NUMBER: 13463848 (USE FORMAT 7 OR 9 FOR FULL TEXT)

WEPCO's intelligent link to VRU improves service. (Wisconsin Electric Power Co., voice response unit)

Communications News, v30, n2, p36(2)

Feb, 1993

ISSN: 0010-3632

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 735 LINE COUNT: 00059

ABSTRACT: Wisconsin Electric Power Co (WEPCO) uses sophisticated automatic call distribution (ACD) technology to improve customer service. WEPCO has combined the Aspect CallCenter with a voice response unit (VRU) to handle customer calls at 14 local district offices. A 300R directs all daytime calls to the Milwaukee call center and sends after-hours calls to one of three control centers. WEPCO installed an Aspect Application Bridge to connect the CallCenter to a VRU. The VRU allows customers to access their accounts by using a touchtone phone. Caller Directed Call Routing decides which representatives or VRU will receive a customer's call. During a Jun 1992 power outage, the average call answering time was two seconds while the VRU was operating. It fielded 1,584 calls while representatives handled 5,645 calls.

2/3,AB/18 (Item 11 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

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01550649 SUPPLIER NUMBER: 13254540 (USE FORMAT 7 OR 9 FOR FULL TEXT)

ACD/MIS software: the method to call-center madness. (automatic call distributor /management information system) (TELECONNECT Roundup: ACD

Software) (Buyers Guide)

Herman, Barbara

Teleconnect, v10, n12, p63(12)

Dec, 1992

DOCUMENT TYPE: Buyers Guide

ISSN: 0740-9354

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 898 LINE COUNT: 00069

ABSTRACT: **Automatic call distributor** /management information system (ACD/MIS) software provides intelligence that allows a call-center's hardware to manage calls efficiently. ACD/MIS facilitates forecasting, scheduling, reporting and analysis. Readerboards can be used with ACD/MIS software for real-time management functions that do not require supervisory intervention. Agent training is important for proper utilization of ACD/MIS. Flexibility is an important feature to look for when purchasing software. Modular packages that allow capabilities to be added as they are needed are the best choice. An annotated list of ACD software products is provided. Approximate prices are included. A list of company names, addresses and phone numbers is also provided.

2/3,AB/19 (Item 12 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

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01466265 SUPPLIER NUMBER: 11706742 (USE FORMAT 7 OR 9 FOR FULL TEXT)

ACD/MIS software. (automatic call distribution/management information systems) (Teleconnect Roundup) (Directory)

Teleconnect, v9, n12, p48(8)

Dec, 1991

DOCUMENT TYPE: Directory

ISSN: 0740-9354

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 4381 LINE COUNT: 00365

ABSTRACT: A directory to ACD/MIS software packages is presented. Seventeen vendors are represented. Information provided for each product includes the type of PBX system the package is compatible with, the hardware platform(s) it runs on, the availability of real-time statistics and color graphics on the system, the varieties of **reports** supported and an estimated price. A brief, somewhat evaluative description is provided for each product. An appended table provides contact information for the vendors.

2/3,AB/20 (Item 13 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

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01463749 SUPPLIER NUMBER: 10999388 (USE FORMAT 7 OR 9 FOR FULL TEXT)

How a new PBX helps deliver customers to Salt Lake City papers.

(PBX/Key/ACD Systems)

Communications News, v28, n7, p22(2)

July, 1991

ISSN: 0010-3632

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 1098 LINE COUNT: 00085

ABSTRACT: The Newspaper Agency Corp (NAC) (Salt Lake City, UT), which jointly operates all the departments of the two local newspapers, the Salt Lake Tribune and the Deseret News, has replaced the AT&T Horizon PBX used by its Customer Service Department with an **automatic call distributor** (ACD). The management of NAC felt that an ACD was better suited to handle the telecommunications needs of the Customer Service Department, which handles a high volume of inbound telephone calls to service representatives. Based on recommendations from US West, NAC chose Telcom Technologies' (Pomona, CA) ECD-4000EX. The system is expected to yield a payback in 14 months.

2/3,AB/21 (Item 14 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

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01448770 SUPPLIER NUMBER: 11235885 (USE FORMAT 7 OR 9 FOR FULL TEXT)
ACD solution fosters call processing efficiency. (automatic call distribution)
Telecommunications, v25, n8, p57(1)
August, 1991
ISSN: 0278-4831 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1039 LINE COUNT: 00083

ABSTRACT: Delta Dental Plan of New Jersey (DDPNJ) is part of the Delta Dental Plan Association, a nationwide organization providing prepaid dental benefit and managed dental care plans to over eight million members. DDPNJ's benefit services department, established in 1978, first implemented an automatic call sequencer to stack incoming calls in sequence. This system provided no measurement of benefit representative productivity or of lost calls during peak hours. It was replaced in Oct 1988 by a Telecom Technologies ECD-4000EX **automatic call distributor**, installed by Bell Atlanticom, which continues to provide ongoing training and consultation services. The ECD-4000EX processes some 800 calls daily; capable of supporting 96 stations and 96 trunks it is presently configured 40 x 40. A linked voice response system (VRS) provides patients and dentists with pertinent information from 8 a.m. to 9 p.m. Monday thru Friday. The ECD-4000EX has reduced **queue time** from 4.5 minutes per call to 1.5 minutes per call, and has reduced abandoned calls to 10 percent. The system paid for itself in 12 months, and has resulted in a significant decrease in costs per minute despite increased call volume and higher trunk rates.

2/3,AB/22 (Item 15 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2002 The Gale Group. All rts. reserv.

01441854 SUPPLIER NUMBER: 10969950 (USE FORMAT 7 OR 9 FOR FULL TEXT)
PBX/ACD-to-computer connection speeds customer service.
Networking Management, v9, n7, p72(2)
June, 1991
ISSN: 1052-049X LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1323 LINE COUNT: 00106

ABSTRACT: Directel Inc is a leader in the third-party order fulfillment business and, to maintain that leadership, wanted to improve its overall service. Company officials decided that improving the telephone system was the way to achieve an improvement in overall service. The area they chose to improve was the time required to access the customer record. This was fixed at 60 seconds by the process involved. After an extensive vendor search, Directel officials selected a solution pulled together by the Corporate Networks Operation, the Northern Telecom and Hewlett-Packard strategic alliance. The solution is a Northern Telecom Meridian 1 PBX with ACD-MAX, the **automatic call distributor** (ACD) from Northern Telecom. This is integrated with Northern Telecom's Meridian Link and HP's Applied Computerized Telephony call-processing products. Now information about the caller appears on the agent's screen when the agent answers the call, reducing the 60-second access time to less than 10 seconds.

2/3,AB/23 (Item 16 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
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01431790 SUPPLIER NUMBER: 10768163 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Switch-to-host extravaganza. (includes related articles on development trends at various companies) (buyers guide)
Teleconnect, v9, n5, p63(11)
May, 1991
DOCUMENT TYPE: buyers guide ISSN: 0740-9354 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 6459 LINE COUNT: 00576

ABSTRACT: The products of 38 computer and PBX switch-to-host application software vendors are listed in alphabetical order by vendor name. The information provided for each product includes compatible PBXs, automatic call distributors, and hosts. The capabilities of each product are discussed in some detail in a product overview, and the distinguishing features of each product are also listed. Telephone numbers are provided for each vendor.

2/3,AB/24 (Item 17 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
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01389109 SUPPLIER NUMBER: 08147730 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Voice response unit eases taxpayer aid. (Minnesota Department of Revenue Taxpayers Assistance Unit)
Parnell, Robert J.
Communications News, v27, n1, p48(1)
Jan, 1990
ISSN: 0010-3632 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1120 LINE COUNT: 00085

ABSTRACT: Minnesota's Department of Revenue, long plagued by complaints of inaccessibility, installed an **automatic call distributor** (ACD) equipped with a voice-response unit (VRU) that handles the most common types of calls. The VRU automatically acts as a 'front end' for tax-form requests and refund information. It transfers all other calls to the ACD, freeing representatives from repeatedly answering mundane questions. Frequent **monitoring** prevents busy signals and delays caused by a shortage of lines at either machine. The VRU can 'busy out' lines in response to traffic changes.

2/3,AB/25 (Item 18 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
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01388493 SUPPLIER NUMBER: 09390884 (USE FORMAT 7 OR 9 FOR FULL TEXT)
ACD/MIS software: the vendors who make the management magic happen. (directory)
Teleconnect, v8, n12, p67(12)
Dec, 1990
DOCUMENT TYPE: directory ISSN: 0740-9354 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 4933 LINE COUNT: 00406

ABSTRACT: A directory to vendors of automatic call distribution/management information (ACD/MIS) products profiles some 17 manufacturers and their products. The list is alphabetical by vendor, and includes both hardware and software. Information provided for products includes hardware platform, hardware/software compatibility, availability of color graphics, types of **reports** available, real-time capability and price. Vendors listed include Affinotec, Cybernetics Systems Int'l, HTL Management Ltd, MTC Systems, Rockwell, AT&T, Nova Systems, PaceCom Technologies, Perimeter Technology, Professional Resource Management, Scientific Development Technologies, Scoop Systems, Telcom Technologies, TCS Management Group, TeleCalc and Telecorp Products.

2/3,AB/26 (Item 19 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
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01380034 SUPPLIER NUMBER: 09490845 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Call distribution boosts cable company's ratings. (ATC/Cablevision)
Modern Office Technology, v35, n10, p54(2)
Oct, 1990
ISSN: 0746-3839 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 878 LINE COUNT: 00071

ABSTRACT: ATC/Cablevision of Greensboro, NC remedied its inbound telephone call processing problems with the purchase of a new telephone system interfaced with an automated call distribution system that reduced the number of abandoned calls. The ISOETEC Custom ACD from EXECUTONE Information Systems has benefited customer service and has allowed the company to **track** phone information and staff accordingly. The Manager's **Weekly Report** breaks data into areas such as hold time, abandonment rate, busy rate, average **talk time**, times of day when lines are busiest and number of calls received.

2/3,AB/27 (Item 1 from file: 621)

DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
(c) 2002 The Gale Group. All rts. reserv.

02567395 Supplier Number: 63326127

ANZDL Shipping Completes Global Installation of Interaction Management Platform by Interactive Intelligence.

Business Wire, p2423

July 12, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 1128

2/3,AB/28 (Item 2 from file: 621)

DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
(c) 2002 The Gale Group. All rts. reserv.

02509476 Supplier Number: 62284335

Register.com Opens New State-of-the-Art Customer Care Center Providing Smarter, More Responsive Customer Service.

Business Wire, p0302

May 24, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 820

2/3,AB/29 (Item 3 from file: 621)

DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
(c) 2002 The Gale Group. All rts. reserv.

01765963 Supplier Number: 53292440

EIS Launches Call Processing System(TM) Version 5.1 at CTI EXPO New Release Provides Inbound Call Management, Call Blending Capabilities.

PR Newswire, p2515

Dec 1, 1998

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 1625

2/3,AB/30 (Item 4 from file: 621)

DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
(c) 2002 The Gale Group. All rts. reserv.

01165556 Supplier Number: 42145988

Telcom Introduces ECD-5000 (TM)

News Release, p1

June 11, 1991

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 772

2/3,AB/31 (Item 5 from file: 621)

DIALOG(R)File 621:Gale Group New Prod.Annou.(R)

(c) 2002 The Gale Group. All rts. reserv.

01137166 Supplier Number: 41187570
PRODUCT PROFILE: ECD-4000EX (TM)
News Release, pN/A
Feb 25, 1990
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 814

2/3,AB/32 (Item 6 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
(c) 2002 The Gale Group. All rts. reserv.

01136283 Supplier Number: 41174430
PRODUCT PROFILE: ECD-1000E (TM)
News Release, pN/A
Feb 15, 1990
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 704

2/3,AB/33 (Item 7 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
(c) 2002 The Gale Group. All rts. reserv.

01100753 Supplier Number: 40696255
PRODUCT PROFILE: ECD-4000EX (TM)
News Release, pN/A
Feb 28, 1989
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 825

2/3,AB/34 (Item 8 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
(c) 2002 The Gale Group. All rts. reserv.

01100752 Supplier Number: 40696254
PRODUCT PROFILE: ECD-1000E (TM)
News Release, pN/A
Feb 28, 1989
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 732

2/3,AB/35 (Item 1 from file: 813)
DIALOG(R)File 813:PR Newswire
(c) 1999 PR Newswire Association Inc. All rts. reserv.

1385191 DCTU038
EIS Launches Call Processing System(TM) Version 5.1 at CTI EXPO New Release
Provides Inbound Call Management, Call Blending Capabilities

DATE: December 1, 1998 17:15 EST WORD COUNT: 1,691

2/3,AB/36 (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2002 The Gale Group. All rts. reserv.

07556988 Supplier Number: 63326127
ANZDL Shipping Completes Global Installation of Interaction Management
Platform by Interactive Intelligence.
Business Wire, p2423

July 12, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 1128

2/3,AB/37 (Item 2 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2002 The Gale Group. All rts. reserv.

07396096 Supplier Number: 62284335
**Register.com Opens New State-of-the-Art Customer Care Center Providing
Smarter, More Responsive Customer Service.**
Business Wire, p0302
May 24, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 820

2/3,AB/38 (Item 3 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2002 The Gale Group. All rts. reserv.

06691251 Supplier Number: 55981639
**The Modern Call Center -- Customer Relationships And Loyalty Take Center
Stage.(Industry Trend or Event)**
Riggs, Brian; Thyfault, Mary E.
InformationWeek, p53
Oct 4, 1999
Language: English Record Type: Fulltext Abstract
Document Type: Tabloid; General Trade
Word Count: 3570

ABSTRACT:

Responding to customer expectations, companies are enhancing their call centers with new forms of communications and integration with knowledge databases. American Airlines, for example is providing customers with a 'virtual call center' capable of routing callers to any of the company's eight call centers. American also uses interactive voice-response system in its call centers. J.D. Edwards has succeeded in reducing training time of call center agents from six to two weeks with the help of Siemens' ResumeRouting software, which sends only calls that the agents are trained to handle. Companies are also beginning to use e-mail and the Web for customer service.

2/3,AB/39 (Item 4 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2002 The Gale Group. All rts. reserv.

06033742 Supplier Number: 53479846
**Inbound gets high-tech boost.(Resource Directory: Telemarketing) (inbound
telemarketing equipment)**
Ahearn, Jim
Target Marketing, v21, n12, p63(9)
Dec, 1998
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 823

2/3,AB/40 (Item 5 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2002 The Gale Group. All rts. reserv.

05980903 Supplier Number: 53292440
**EIS Launches Call Processing System(TM) Version 5.1 at CTI EXPO New Release
Provides Inbound Call Management, Call Blending Capabilities.**

PR Newswire, p2515
Dec 1, 1998
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 1625

2/3,AB/41 (Item 6 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2002 The Gale Group. All rts. reserv.

05756602 Supplier Number: 50241250
Call center brings quantifiable advantages to bottom line
Denton, Hal
Electric Light & Power, p17
July, 1998
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 1657

2/3,AB/42 (Item 7 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2002 The Gale Group. All rts. reserv.

04537802 Supplier Number: 46667239
Navigating call center operations
Communications News, p26
Sept, 1996
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 845

2/3,AB/43 (Item 8 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2002 The Gale Group. All rts. reserv.

01718698 Supplier Number: 42145988
Telcom Introduces ECD-5000 (TM)
News Release, p1
June 11, 1991
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 772

2/3,AB/44 (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2002 The Gale Group. All rts. reserv.

12318717 SUPPLIER NUMBER: 63326127 (USE FORMAT 7 OR 9 FOR FULL TEXT)
**ANZDL Shipping Completes Global Installation of Interaction Management
Platform by Interactive Intelligence.**
Business Wire, 2423
July 12, 2000
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1187 LINE COUNT: 00107

2/3,AB/45 (Item 2 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2002 The Gale Group. All rts. reserv.

12166075 SUPPLIER NUMBER: 62284335 (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Register.com Opens New State-of-the-Art Customer Care Center Providing
Smarter, More Responsive Customer Service.**
Business Wire, 0302
May 24, 2000

LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 857 LINE COUNT: 00074

2/3,AB/46 (Item 3 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2002 The Gale Group. All rts. reserv.

11389605 SUPPLIER NUMBER: 55981639 (USE FORMAT 7 OR 9 FOR FULL TEXT)
The Modern Call Center -- Customer Relationships And Loyalty Take Center
Stage.(Industry Trend or Event)
Riggs, Brian; Thyfault, Mary E.
InformationWeek, 53
Oct 4, 1999
ISSN: 8750-6874 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 3875 LINE COUNT: 00306

ABSTRACT: Responding to customer expectations, companies are enhancing their call centers with new forms of communications and integration with knowledge databases. American Airlines, for example is providing customers with a 'virtual call center' capable of routing callers to any of the company's eight call centers. American also uses interactive voice-response system in its call centers. J.D. Edwards has succeeded in reducing training time of call center agents from six to two weeks with the help of Siemens' ResumeRouting software, which sends only calls that the agents are trained to handle. Companies are also beginning to use e-mail and the Web for customer service.

2/3,AB/47 (Item 4 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2002 The Gale Group. All rts. reserv.

11083928 SUPPLIER NUMBER: 54764918 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Bright forecast for call centers: PrimeTime Enterprise easily builds
schedules based on skills, preferences.(Blue Pumpkin Software Inc's
PrimeTime Enterprise 1.0)(Software Review)(Evaluation)
Phillips, Ken
PC Week, 16, 22, 39
May 31, 1999
DOCUMENT TYPE: Evaluation ISSN: 0740-1604 LANGUAGE: English
RECORD TYPE: Fulltext; Abstract
WORD COUNT: 829 LINE COUNT: 00073

ABSTRACT: Blue Pumpkin Software's PrimeTime Enterprise provides forecasting capabilities for companies using **automatic call distributor** systems. The software develops helpful schedules based on the work preferences and skill levels of the call center's employees. The employees do not have access to their own files, a significant drawback to the product, but an employee interface will be available in late 1999. This is an excellent tool for maximizing the efficiency of a call center. It makes efficient use of both employees and equipment, offers good reporting features and is easy to set up and use. A basic package for 100 agents costs \$36,000.

2/3,AB/48 (Item 5 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2002 The Gale Group. All rts. reserv.

10915260 SUPPLIER NUMBER: 54260260 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Automating for better workforce management.
Reynolds, Penny
Call Center Solutions, 17, 9, 74(5)
March, 1999
ISSN: 1521-0774 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1983 LINE COUNT: 00172

2/3,AB/49 (Item 6 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2002 The Gale Group. All rts. reserv.

10857399 SUPPLIER NUMBER: 54014422 (USE FORMAT 7 OR 9 FOR FULL TEXT)
**TMC Labs reviews.(new call center tools Centenium XL Version 3.0 and
Enterprise Interaction Center)(Software Review)(Evaluation)**
Call Center Solutions, 17, 7, 112(1)
Jan 1, 1999
DOCUMENT TYPE: Evaluation ISSN: 1521-0774 LANGUAGE: English
RECORD TYPE: Fulltext
WORD COUNT: 5227 LINE COUNT: 00419

2/3,AB/50 (Item 7 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2002 The Gale Group. All rts. reserv.

10721338 SUPPLIER NUMBER: 53479846 (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Inbound gets high-tech boost.(Resource Directory: Telemarketing)(inbound
telemarketing equipment)**
Ahearn, Jim
Target Marketing, 21, 12, 63(9)
Dec, 1998
ISSN: 0889-5333 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 892 LINE COUNT: 00078

ABSTRACT: The inbound telemarketing industry is rapidly growing due to advances in computer-related software and hardware technologies. These innovations include interactive voice response units, screen pops, on-line scripting, back-up systems, customized graphical-user-interface applications, on-line credit card processing systems and computer screens with drop-down boxes and radio buttons. The application of outbound methods to the inbound environment has also contributed to the growth in the industry.

2/3,AB/51 (Item 8 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2002 The Gale Group. All rts. reserv.

10672243 SUPPLIER NUMBER: 53292440 (USE FORMAT 7 OR 9 FOR FULL TEXT)
**EIS Launches Call Processing System(TM) Version 5.1 at CTI EXPO New Release
Provides Inbound Call Management, Call Blending Capabilities.**
PR Newswire, 2515
Dec 1, 1998
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1723 LINE COUNT: 00150

2/3,AB/52 (Item 9 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2002 The Gale Group. All rts. reserv.

10421939 SUPPLIER NUMBER: 21003885 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Call center brings quantifiable advantages to bottom line.
Denton, Hal
Electric Light & Power, v76, n7, p17(2)
July, 1998
ISSN: 0013-4120 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 1784 LINE COUNT: 00145

ABSTRACT: Call centers or customer service centers will become a major venue for electric utilities to communicate with current or potential customers. Price and customer service will be largely responsible for customer decisions. As a result, electric utilities are upgrading call centers with technology and efficient customer service representatives.

2/3,AB/53 (Item 10 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2002 The Gale Group. All rts. reserv.

10154386 SUPPLIER NUMBER: 18422502 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Quality in the call center industry - what we can learn from history. (In Focus)

Garelis, Aaron
Telemarketing & Call Center Solutions, v14, n8, p68(3)
Feb, 1996
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1638 LINE COUNT: 00137

2/3,AB/54 (Item 11 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2002 The Gale Group. All rts. reserv.

10154353 SUPPLIER NUMBER: 18319083 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Choosing CTI technology and software that meet your needs. (computer-telephony integration)

Bayless, Jeanne
Telemarketing & Call Center Solutions, v14, n9, p42(7)
March, 1996
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 5038 LINE COUNT: 00421

2/3,AB/55 (Item 12 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2002 The Gale Group. All rts. reserv.

09372243 SUPPLIER NUMBER: 19231635 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Inbound call management technology: rethinking the role of the ACD. (automatic call distributor)

Davis, Tim
Telemarketing & Call Center Solutions, v15, n7, p42(4)
Jan, 1997
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 2363 LINE COUNT: 00178

2/3,AB/56 (Item 13 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2002 The Gale Group. All rts. reserv.

08925250 SUPPLIER NUMBER: 18636477 (USE FORMAT 7 OR 9 FOR FULL TEXT)
CTI's unsung benefits: Quality transactions, better service, agent empowerment. (computer-telephone integration)

Tamer, Michael J.
Telemarketing, v15, n1, p32(5)
July, 1996
ISSN: 0730-6156 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 2158 LINE COUNT: 00181

2/3,AB/57 (Item 14 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2002 The Gale Group. All rts. reserv.

08762682 SUPPLIER NUMBER: 18422464 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Focus on: the latest trends in inbound call center technology. (interview of GeoTel Communications VP-Marketing Louis J. Volpe)

Telemarketing, v13, n10, p20(4)
April, 1995
ISSN: 0730-6156 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1945 LINE COUNT: 00162

2/3,AB/58 (Item 15 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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08762680 SUPPLIER NUMBER: 18422462 (USE FORMAT 7 OR 9 FOR FULL TEXT)
New ACD system from Cortelco. (Cortelco Inc.'s automatic call distributor)
Telemarketing, v13, n10, p14(1)
April, 1995
ISSN: 0730-6156 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 471 LINE COUNT: 00042

2/3,AB/59 (Item 16 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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08722120 SUPPLIER NUMBER: 18367440 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Focus on: the latest trends in inbound call center technology.(Interview)
Telemarketing, v14, n10, p20(4)
April, 1996
DOCUMENT TYPE: Interview ISSN: 0730-6156 LANGUAGE: English
RECORD TYPE: Fulltext
WORD COUNT: 1946 LINE COUNT: 00162

2/3,AB/60 (Item 17 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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08160673 SUPPLIER NUMBER: 17485581 (USE FORMAT 7 OR 9 FOR FULL TEXT)
CTI's introduction to the call center: what it means to you.
(computer-telephony integration in telemarketing services)(part 3)(Panel Discussion)
Telemarketing, v14, n2, p66(5)
August, 1995
DOCUMENT TYPE: Panel Discussion ISSN: 0730-6156 LANGUAGE: English
RECORD TYPE: Fulltext
WORD COUNT: 3594 LINE COUNT: 00284

2/3,AB/61 (Item 18 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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08101994 SUPPLIER NUMBER: 17294651 (USE FORMAT 7 OR 9 FOR FULL TEXT)
ACDs get skills-based routing. (automated call distributor)
Klenke, Maggie
Business Communications Review, v25, n7, p48(4)
July, 1995
ISSN: 0162-3885 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 3271 LINE COUNT: 00259

ABSTRACT: The new releases of private branch exchange and **automatic call distributor** software incorporate a new feature, skills-based routing. The scheme matches a caller to a call center agent according to a caller's needs and an agent's skills. Implementing such a scheme, however, requires organizations to create different skills groups, assign agents to skills groups and develop a routing pattern that will optimize the chances of an agent getting a response from most skilled agent.

2/3,AB/62 (Item 19 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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07985944 SUPPLIER NUMBER: 17251658 (USE FORMAT 7 OR 9 FOR FULL TEXT)
ACDs: standalone vs. the PBX vendors. (automatic call distributor ; private branch exchange)

Sulkin, Allan
Business Communications Review, v25, n6, p53(3)
June, 1995
ISSN: 0162-3885 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 1733 LINE COUNT: 00150

ABSTRACT: Standalone **automatic call distributor** (ACD) manufacturers are introducing new ACD products in response to the threat posed by integrated private branch exchange (PBX)/ACD systems distributors. These manufacturers, which include Rockwell Communications Systems, have also forged alliances with other industry players to strengthen their grip of the ACD market and improve their competitiveness.

2/3,AB/63 (Item 20 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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07713987 SUPPLIER NUMBER: 16623299 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Call processing: Aspect Telecommunications introduces Network InterQueue.
(Aspect CallCenter feature) (Product Announcement) (Product Announcement)
EDGE, on & about AT&T, v10, n342, p3(1)
Feb 13, 1995
DOCUMENT TYPE: Product Announcement LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT
WORD COUNT: 1340 LINE COUNT: 00112

2/3,AB/64 (Item 21 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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07487413 SUPPLIER NUMBER: 15633434 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Technology reports facilitate staff coaching. (using statistics from automatic call distributors)
Hochman, David
Telemarketing, v13, n1, p38(4)
July, 1994
ISSN: 0730-6156 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 2038 LINE COUNT: 00156

2/3,AB/65 (Item 22 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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07235337 SUPPLIER NUMBER: 14999190 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Sifting for essentials in ACD reports . (mail order business, automatic call distributor)
Chevan, Harry
Catalog Age, v11, n4, p 57(1)
April, 1994
ISSN: 0740-3119 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 483 LINE COUNT: 00037

2/3,AB/66 (Item 23 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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06760058 SUPPLIER NUMBER: 14265937 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Empowering the call center. (automatic call distribution) (includes related articles) (The Power of Integration)
Van Doren, Donald
Business Communications Review, v23, n10, pS10(8)
Oct, 1993
ISSN: 0162-3885 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 6434 LINE COUNT: 00514

ABSTRACT: Computer-telephone integration (CTI) can improve a company call center's efficiency and effectiveness. Connected with automatic call distributors and interactive voice response technology, CTIs can reduce the time required per call and make customer service more personal. Application programming interfaces allow computers to communicate with telephones, and have made it possible to integrate the two systems on the desktop. A variety of architectures are possible with CTIs, and companies can use a mainframe system or a local area network.

2/3,AB/67 (Item 24 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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06178143 SUPPLIER NUMBER: 12986379 (USE FORMAT 7 OR 9 FOR FULL TEXT)

CTI's hidden management issues. (Computer-Telephone Integration)

(Management Strategies)

Church, William

Business Communications Review, v22, n11, p76(3)

Nov, 1992

ISSN: 0162-3885

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 2591 LINE COUNT: 00206

ABSTRACT: There are currently about 500 Computer-Telephone Integration (CTI) installations in operation, but the CTI market has not grown as some telecommunications industry observers have predicted. For CTI technology to grow, management information systems personnel must change their focus away from a single-department perspective towards a broader system-wide view. To gain a systems perspective, managers must see interrelations as linear rather than as cause-effect relationships, and see work process in relation to each other rather than standalone activities.

2/3,AB/68 (Item 25 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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05872190 SUPPLIER NUMBER: 12195371 (USE FORMAT 7 OR 9 FOR FULL TEXT)

ACD - an American tale. (automatic call distributor telemarketing system at Gateway Clipper Fleet enhances business) (Company Profile)

Clare, Bill

Telemarketing, v10, n10, p78(3)

April, 1992

DOCUMENT TYPE: Company Profile

ISSN: 0730-6156

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 1693 LINE COUNT: 00130

2/3,AB/69 (Item 26 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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05539923 SUPPLIER NUMBER: 10999388 (USE FORMAT 7 OR 9 FOR FULL TEXT)

How a new PBX helps deliver customers to Salt Lake City papers.

(PBX/Key/ACD Systems)

Communications News, v28, n7, p22(2)

July, 1991

ISSN: 0010-3632

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 1098 LINE COUNT: 00085

ABSTRACT: The Newspaper Agency Corp (NAC) (Salt Lake City, UT), which jointly operates all the departments of the two local newspapers, the Salt Lake Tribune and the Deseret News, has replaced the AT&T Horizon PBX used by its Customer Service Department with an automatic call distributor (ACD). The management of NAC felt that an ACD was better suited to handle the telecommunications needs of the Customer Service Department, which handles a high volume of inbound telephone calls to service representatives. Based on recommendations from US West, NAC chose Telcom Technologies' (Pomona, CA) ECD-4000EX. The system is expected to yield a

payback in 14 months.

2/3,AB/70 (Item 27 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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05444577 SUPPLIER NUMBER: 11235885 (USE FORMAT 7 OR 9 FOR FULL TEXT)
ACD solution fosters call processing efficiency. (automatic call distribution)
Telecommunications, v25, n8, p57(1)
August, 1991
ISSN: 0278-4831 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1039 LINE COUNT: 00083

ABSTRACT: Delta Dental Plan of New Jersey (DDPNJ) is part of the Delta Dental Plan Association, a nationwide organization providing prepaid dental benefit and managed dental care plans to over eight million members. DDPNJ's benefit services department, established in 1978, first implemented an automatic call sequencer to stack incoming calls in sequence. This system provided no measurement of benefit representative productivity or of lost calls during peak hours. It was replaced in Oct 1988 by a Telecom Technologies ECD-4000EX **automatic call distributor**, installed by Bell Atlanticom, which continues to provide ongoing training and consultation services. The ECD-4000EX processes some 800 calls daily; capable of supporting 96 stations and 96 trunks it is presently configured 40 x 40. A linked voice response system (VRS) provides patients and dentists with pertinent information from 8 a.m. to 9 p.m. Monday thru Friday. The ECD-4000EX has reduced **queue time** from 4.5 minutes per call to 1.5 minutes per call, and has reduced abandoned calls to 10 percent. The system paid for itself in 12 months, and has resulted in a significant decrease in costs per minute despite increased call volume and higher trunk rates.

2/3,AB/71 (Item 28 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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04634068 SUPPLIER NUMBER: 08147730 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Voice response unit eases taxpayer aid. (Minnesota Department of Revenue Taxpayers Assistance Unit)
Parnell, Robert J.
Communications News, v27, n1, p48(1)
Jan, 1990
ISSN: 0010-3632 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1120 LINE COUNT: 00085

ABSTRACT: Minnesota's Department of Revenue, long plagued by complaints of inaccessibility, installed an **automatic call distributor (ACD)** equipped with a voice-response unit (VRU) that handles the most common types of calls. The VRU automatically acts as a 'front end' for tax-form requests and refund information. It transfers all other calls to the ACD, freeing representatives from repeatedly answering mundane questions. Frequent **monitoring** prevents busy signals and delays caused by a shortage of lines at either machine. The VRU can 'busy out' lines in response to traffic changes.

2/3,AB/72 (Item 1 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2002 The Dialog Corp. All rts. reserv.

11909387
ANZDL Shipping Completes Global Installation of Interaction Management Platform by Interactive Intelligence
BUSINESS WIRE
July 12, 2000
JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 1115

INDIANAPOLIS--(BUSINESS WIRE)--July 12, 2000--
ANZDL, One of the First Ocean Shipping Companies to Implement a Call
Center, Uses EIC to Link Its Distributed Offices in Australia,

2/3,AB/73 (Item 2 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2002 The Dialog Corp. All rts. reserv.

11185916

**Register.com Opens New State-of-the-Art Customer Care Center Providing
Smarter, More Responsive Customer Service**

BUSINESS WIRE

May 24, 2000

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 813

NEW YORK--(BUSINESS WIRE)--May 24, 2000--

New Customer Care Center Offers Enhanced Electronic Tracking

?

	Type	L #	Hits	Search Text	DBs	Time Stamp
1	BRS	L1	429	automatic near call near distributor	USPAT	2002/01/21 09:45
2	BRS	L2	342	1 and (monitor or monitors or monitoring or track or tracks or tracking or count or counts or counting or counter or accumulate or accumulates or accumulating or accumulator)	USPAT	2002/01/21 09:49
3	BRS	L3	231	2 and (total or totals or totaling or cumulative or report or reports)	USPAT	2002/01/21 10:25
4	BRS	L5	54	4 and (data near type)	USPAT	2002/01/21 10:12
5	BRS	L4	228	3 and time	USPAT	2002/01/21 10:24
6	BRS	L6	0	4 and (cumulative near3 record)	USPAT	2002/01/21 10:24
7	BRS	L7	198	3 and (customer or customers)	USPAT	2002/01/21 10:26

*Cancelled
all other*